



Example Team Leader Development Programme Contract

This Team Leader Development Programme is a substantial investment in the ongoing growth of the business which requires all parties to be fully committed to its successful completion. More specifically, by the end of the programme, each Team Leader will have demonstrated their ability to:

- 1) Get more from their team by taking ownership of their own learning and adapting their style to get the best out of team members
- 2) Communicate more effectively with their managers and/or immediate staff members by listening and questioning more carefully
- 3) Understand the -----
- 4) Improve results and/or prevent waste by using improvement tools and techniques to get the best out of the resources available
- 5) Understand the costs involved in -----how each cost is driven and the impact of costs on income and profit
- 6) Apply good housekeeping techniques and be aware of the risks and impact of bad practices

The ----- role:

- Provide commitment and encouragement to Team Leaders development
- Help and support Team Leaders to achieve their matrices/development needs
- Sponsor the Team leader Development Programme by ensuring sufficient resources are available to underwrite its success
- Promote the importance the Team leader Development Programme and of the Team Leaders' role

The -----role:

- Coach Team Leaders by acting as advisors, helping supporting and challenging the learning
- Provide a sounding board for Team Leaders' ideas and/or any concerns
- Provide a feedback channel to help ensure the smooth running and success of the Programme
- Enable Team Leaders to attend the modules and carry out any other development work they are assigned as part of the programme

The **Team Leaders'** role:

- Arrive punctually and finish on time
- Give prior notice of non attendance and catch up on any work required
- Listen to each other carefully and respectfully
- Be prepared to work positively with everyone in the group

- If we disagree, it's to disagree with ideas and not the person
- We use "I" statements when we are giving our own view
- No personal attacks or put downs against others
- Try not to act on assumptions about each other
- Do our best to work within the time boundaries defined
- Take responsibility for our own feelings and learning
- Be creative and adopt a problem solving approach